

STRATEGIC PLAN

For the
Missouri Division of Workforce Development
Fiscal Year 2003



DIVISION OF WORKFORCE DEVELOPMENT ACTION PLAN

1. Strategy: Increase the quality of services provided to Missouri Businesses.

Tasks	Start Date	End Date	Responsible Person(s)	Percent Completed	Status
A. Develop a single point of contact plan for workforce system partners to develop effective strategies for engaging business.	7/01/02	9/30/03	Mark Bauer Amy Deem		
B. Provide training and technical assistance to DWD business representatives.	7/01/02	6/30/03	Mark Bauer Amy Deem		
C. Initiate a Statewide Business Partnership to ensure Missouri businesses are connected to state/local workforce system services.	7/01/02	12/31/02	DWD Admin. Team Business Representatives		
D. Establish quarterly meetings with employer associations (i.e., State Chamber, AIM, and MEC).	8/01/02	6/30/03	Rick Beasley Amy Deem		
E. Develop and promote regional skills alliances to promote regional skills standards.	9/01/02	6/30/03	Rick Beasley Amy Deem MEC		

Status = on schedule (√), behind schedule (↓), ahead of schedule (↑), completed (x)

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2. Strategy: Increase career placements of Unemployment Insurance (UI), Temporary Assistance for Needy Families (TANF) and Veteran customers.

Tasks	Start Date	End Date	Responsible Person(s)	Percent Completed	Status
A. Develop DWD staff training calendar to develop staff skills to work effectively and improve customer service.	7/01/02	8/30/02	Sandra Powell	100%	X
B. Develop customer service strategies to improve career placement of UI and TANF customers.	7/01/02	6/30/03	Lee Stanley Redesign Team Local Career Center Staff		
C. Develop a veteran outreach and employment plan.	07/01/02	09/06/02	Jack Guthrie Local Career Center's veteran Staff	100%	X
D. Develop Career Center system customer-flow process guidelines.	7/01/02	09/30/02	Lindell Thurman Service Integration Team		
E. Charter a team to review and design customer service strategies to enhance services to TANF customers.	08/01/02	06/30/03	David Mitchem Rick Beasley		
F. Establish quarterly meetings with the Division of Family Services to develop service guidelines.	8/01/02	6/30/03	Rick Beasley Rex Hall		
G. Determine service strategy and develop products based on the responses to the customer survey.	9/3/02	12/31/02	Assistant Directors Central Office, Regional & Local Managers Local office staff		
H. Charter a DWD Career Ladder Team to review division staff merit classifications.	07/01/02	07/31/02	Rick Beasley	100%	X
I. Develop a DWD Career Ladder plan to promote career advancement with the Division.	08/01/02	12/31/02	Al Carter DWD Career Ladder Team Local Office staff Rick Beasley		

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3. Strategy: Increase Toolbox capabilities to consolidate workforce systems and improve customer service.

Tasks	Start Date	End Date	Responsible Person(s)	Percent Completed	Status
A. Develop a quarterly Toolbox priorities enhancement calendar.	7/01/02	09/30/02	Cathy Rienkmeyer Dennis Reed DWD Managers WIA Contacts		
B. Charter a Career Center system MIS team to design computer linkages among partner programs.	7/01/02	09/30/02	One-Stop Executive Team		
C. Develop a Career Center system computer linkage plan.	09/30/02	03/31/03	Lindell Thurman Roger Baugher Dennis Reed Career Center MIS Team		
D. Enhance Toolbox performance reports for system programs (i.e., WIA, Wagner-Peyser, etc.).	7/01/02	12/31/02	Roger Baugher Cathy Rienkmeyer Mark Bauer Dennis Reed		